

At Moretonhampstead Dental Practice we take complaints seriously. When we receive a complaint, it is dealt with as a matter of importance. Our aim is to react to complaints in a positive way. We use complaints as a tool to learn which areas could be addressed to avoid the same issue arising in the future.

- First point of call is the reception.
- If the receptionist is not equipped to handle the complaint she will refer the patient to the Practice Manager.
- If a patient wants to make a more official complaint, we will give the patient a copy of our complaints leaflet. It would be necessary to put the complaint in writing and send to our Practice Manager, Miss Emma Moore.
- The Practice Manager will acknowledge receipt of the complaint normally within two working days. The complaint will be investigated. If the complaint is of a clinical nature it will be passed to the clinician involved to respond. The practice principal Dr Simon Channing and Dr Sally Button will also be involved in the resolution process.

A response will be drawn up within ten working days, if for any reason it may take longer, then we will inform the patient.

- An acknowledgement.
- An explanation.
- An apology.

We have found that most complainants just want reassurance that preventative action will be taken to ensure that there is no repetition.

If a patient is still not happy with our response, they can contact:

- The Patient Advisory and Liaison Service (PALS) on (01935) 384181. This is a mediation

service to try to resolve issues by working with the patient and the Practice.

- The General Dental Complaints service on 0845 120540.
- The British Dental Health Foundation Word of Mouth line on 0870 333 1188.